VI. Fiscal Year 2021 Accomplishments

Below is a summary of the accomplishments of the Arizona Judicial Branch with respect to its information technology efforts during the 2021 fiscal year. Considerable progress was made on statewide strategic projects, despite pandemic-related budget and staffing challenges.

PROGRAM	DESCRIPTION	FY 2021 ACCOMPLISHMENTS
Court CMS Support	Provide reporting and support to AZTEC and AJACS Courts.	Resolved 7869 Remedy tickets. Provided 95 ad hoc reports upon request in SSRS and Crystal platforms to assist courts in their daily activities.
E-Citation	Opening court cases automatically using ticket data from law enforcement.	Continued to prepare and support LJ courts using AJACS e-Citation through training on processes and reports. AOC ITD and CSD continued to work with ADOT and DPS to bring up new installations of AzTraCS to interested local law enforcement agencies. Over 30 new implementations were completed and several more are in the queue for implementation. Additionally, several AJACS courts terminated contracts with commercial e-citation vendors in favor of implementing ADOT'S free AzTraCS application.
Process and Code Standardization	Support integration projects by standardizing court processes and case-related codes then mapping the standard set of event, activity, and other codes.	Continued to establish and maintain standard code sets for AJACS GJ and LJ CMS projects. Standardization workgroups met monthly to add or modify codes for statewide use in both GJ and LJ environments. Twenty-three new codes were approved and added to AJACS, e-Filing, and e-Access programs. Updated and published the Statewide Standard Violation Code Table, which standardizes codes prosecutors use when charging defendants with violations of statute.

PROGRAM	DESCRIPTION	FY 2021 ACCOMPLISHMENTS
Fines, Fees and Restitution Enforcement (FARE)	The Fines, Fees and Restitution Enforcement (FARE) program and the Debt Set-Off (DSO) program are the current automation portions of the Penalty Enforcement Program.	FARE is implemented in 176 courts statewide, including all 13 General Jurisdiction AJACS courts plus Pima Superior and 26 Maricopa County Justice Courts.

Life-to-Date Program Statistics (2003 – 2021)

Total number of backlog cases submitted to FARE for collections: 3.62 million.

Total amount of recovered fines, fees, and victim restitution: $899 million.

Traffic Ticket Enforcement Assistance Program (TTEAP) registration holds: 1,321,795 with 862,681 releases (65.3% release rate).

Total amount of payments processed via the FARE website: $230.1 million.

The total number of Online Case Payment (OLCP) processed payments was 253,249, collecting $30,945,874. Currently, 134 courts utilize OLCP.

As of June 2021, the following cumulative statistics were collected for FARE Compliance Assistance Program (CAP):

- 18,909 FARE CAP plans
- 26 courts utilize FARE CAP
- $4,146,915 FARE Special Collections Fee Suspended
- $8,765,194 FARE CAP Payments Received
- 6,258 Completed FARE CAP Plans
- 9,921 Defaulted FARE CAP Plans

Fiscal Year 2021 Highlights

Total amount of recovered fines, fees, and victim restitution: $71.7 million dollars (Backlog: $51.9 million/DSO: $19.7 million)

Total FARE backlog case submissions: 371,582 cases worth $311.6 million

Since February 2020, the Offsite Cash Payment (OCP) Program has assisted defendants to pay with cash |

PROGRAM	DESCRIPTION	FY 2021 ACCOMPLISHMENTS
		at various retailers including 7-11 and Family Dollar. As of June 2021: • 4,279 payments receipted • $601,383 receipted • $140.54 average payment amount • 2,162 cases have been paid in full using the OCP service. Consolidated Collections Unit fielded 2,578 FARE/DSO second-level Remedy incidents. Support Services fielded 21,846 public inquiries on the TTEAP program. Another 54,997 calls were handled by automated front-end messaging that explained how to handle common end-user issues.
Tax Intercept Program (TIP)	TIP sends courts' and other DSO participants' accounts receivable data electronically to the Department of Revenue and the State Lottery via a centralized clearinghouse at the Supreme Court. Any lottery or tax refund money for those who owe court fines is intercepted and paid to the courts.	**Calendar Year 2021 Highlights, as of July 2021** Debt-Set-Off program collected $19.7 million dollars. This is the most collected since 2012. The highest single interception totaled $11,775 from the Arizona Lottery. Processed 81,099 tax intercepts. Processed 91,384 tax intercept payments. Since January 1, 2020, an additional $9 DSO program fee has been assessed on all TIP claims submitted by DSO/TIP participants who do not utilize the FARE Program. The fee is withheld at the time of the interception or invoiced if the participant releases a DOR interception in full. Total DSO/TIP fees collected since inception are $350,208.00.
Equipment Maintenance & Upgrades	This includes the maintenance and upkeep of the equipment in 147 ACAP courts and 65 JOLTSaz sites across the state as well as a centralized data center with AS/400, RS/6000 and Windows servers supporting statewide AJIN, ACAP, APETS, JOLTSaz, TIP, and Supreme Court automation.	Continued transitioning from Hewlett-Packard Blade technology to new Synergy platform that provides greater performance and throughput for the statewide computing environment. Maintained physical server quantity at 117 servers in the Data Center. Increased number of VM client environments from 346 to 375, an

PROGRAM	DESCRIPTION	FY 2021 ACCOMPLISHMENTS
		increase of 29 environments, for OS upgrades and new applications.
		Continued ongoing replacements of end-of-life (EOL) servers with new hardware or migrating the applications to VM environments.
		Replaced all three HP 3Par storage arrays with new and improved Nimble storage arrays. This will improve disk performance and I/O as well as speed backup performance.
		Migrated all VM Host environments to the new Synergy computing environment. Upgraded vSphere software to Version 6.7 on all VM environments.
		Created a new "High Availability" database configuration for the statewide OnBase application environment.
		Upgraded the eBench application to Version 9.6 and all eBench server environments to Server 2019. Split the data for eBench across 4 servers and disk farms to increase application performance.
AJIN Enhancements	Implement router-based software to maintain a database of previously seen traffic, provide compression, and aggregate multiple video streams into a single link at remote sites, thereby greatly accelerating network transport speed.	Implemented a new Sophos intrusion detection system to help identify high risk traffic and intrusions.
		Increased the secondary Internet connection to 1 gbps bandwidth to speed access to the internet for AOC and remote court locations as well as increased access to VPN users during the pandemic.
		Installed an additional 1 gbps VPN link and licenses to accommodate the extra load of VPN users during the pandemic.
		Installed Cisco DUO Proxy server to support 2FA over VPN to meet increased security standards.
		Installed new Internet hub in Tucson to support local internet connections for the following courts/depts. - Tucson Muni - Foster Care\COA2 - Oro Valley Muni - Nogales Muni - Marana Muni

PROGRAM	DESCRIPTION	FY 2021 ACCOMPLISHMENTS
		• Benson Justice\Probation • Green Valley Justice • Bisbee Justice • Sahuarita Muni • Oracle Justice • South Tucson Muni • Wilcox JC\Muni\Prob • Douglas Regional • Sierra Vista Service Center Increased network performance and throughput at the following sites by increasing existing bandwidth, converting circuits to QMOE, or employing GovNet microlink technology: • Foster Care\COA2 • Oro Valley Muni • Nogales Muni • Marana Muni • Benson Justice\Probation • Green Valley Justice • Bisbee Justice • Sahuarita Muni • Oracle Justice • South Tucson Muni • Wilcox JC\Muni\Prob • Douglas Regional • Sierra Vista Service Center Moved 3 additional statewide courts to the ACN network model for enhanced performance: • Pinal Superior, • Western Pinal, and • Flagstaff Muni. Completed the process of replacing all GJ Courts' onsite Wi-Fi receivers.
Security and Disaster Recovery	This threefold project will provide for statewide automation and network security; develop disaster recovery strategies and acquire resources to implement them; and provide IT building security for the State Courts, JEC, and Tucson FCRB locations.	Continued to enhance and streamline bi-annual security scanning process as well as executive and technical reporting format and content. Completed two annually required security scans and audits. Communicated results to local court leadership as well as to the COT Cybersecurity Subcommittee. Results indicated that AJIN Critical vulnerabilities decreased by 48%, Highs increased by 23%, and Mediums increased by 3.3% over last year's annual audit results.

PROGRAM	DESCRIPTION	FY 2021 ACCOMPLISHMENTS
		Continued review of options to reduce overall implementation cost of disaster recovery for statewide systems.
		Implemented Cisco DUO Multi-Factor-Authentication (MFA) to all VPN users accessing the AJIN network.
Infrastructure Maintenance	This activity encompasses the many projects required to support the shared judicial branch infrastructure.	Upgraded Microsoft SCCM application from Version 1902 to 2010 in support of continued Windows 10 and Office 365 upgrade rollouts as well as improved system patch management. Completed numerous Windows, Office, and third-party security/product updates.
		Decommissioned legacy NT4 domain and upgraded all domain controllers (DCs) to Windows 2019.
		Created a static website in MS-Azure to protect against a ransomware attack in PowerDNN web host.
		Constructed a new development environment for the JTI AzACES application.
		Shut off TLS (Transport Layer Security) V1.0 and turned on V1.2 on all workstations and servers on AJIN to eliminate a security vulnerability.
		Deployed numerous updates to the AZPOINT environment.
		Upgraded the servers and application for the JSI Jury+ environment to support the move to "WebGen" technology for courts.
		Tested and applied numerous software application updates including AJACS GJ, AJACS LJ, APETS, JOLTSaz, NICS, Defensive Driving, CCI, eBench, and eUniversa. Continued working with AOC development teams on automating all software releases through SCCM.
		Successfully completed numerous Windows server OS updates to systems in the AOC Data Center, including all development, test, and production environments.
		Migrated the remaining AZTEC LJ courts to AJACS and prepared to

PROGRAM	DESCRIPTION	FY 2021 ACCOMPLISHMENTS
		decommission the legacy AZTEC server environment.
		Worked with Coconino Clerk of Court to migrate their local OnBase environment into the AOC shared system.
Statewide Automation Training	This program includes all activity to provide training in statewide automation software and related business processes. It includes training on site at courts or AOC, at Judicial and ACA conferences, and via Microsoft Teams	The program for funding a field trainer in each county court system received continued funding. Most counties have a field trainer, which improves the volume and frequency of local training on AZTEC and AJACS. Three counties are currently without trainers: Maricopa, Greenlee, and La Paz.
		Field trainers have become more involved in AJACS support and training.
		Automation Services continues to be fully engaged in AJACS implementation and advanced training. For AJACS, 117 classes were held with 1050 participants.
		AOC continued to build a library of training videos and clips to supplement live training.
Arizona Youth Assessment System (AZYAS)	The Arizona Youth Assessment System (AZYAS) is a web-based application that provides case management, assessment, and data tracking tools. Needs assessments and case plans can be completed and updated by probation officers and supervisors for all assigned juveniles. The system generates notifications and reports to assist with caseload management and compliance tracking. In addition, AZYAS stores accessible information on juveniles, previously completed assessments along with case plans, treatment providers, and user information. The application is currently used by Maricopa and the Rural Counties.	A.R.S § 8-246 requires Juvenile Probation to complete a risk/needs assessment for every referred juvenile. University of Cincinnati is no longer supporting the current version utilized by all Juvenile Probation departments in Arizona. JJSD secured funding for the move to the latest version which includes enhanced functionality but continues waiting on the University of Cincinnati to agree to the proposed contract before the upgrade to the latest version can be deployed.
JOLTSaz	JOLTSaz is a fully functional juvenile probation tracking system for 1,355 users in Pima and the 13 rural counties. It was written in VB.net, a single, centralized SQL database, hosting a 3-tier open architecture design that best suits the organization's future needs. It currently contains 529 screens, 533 tables, and 34 reports. Centralized support is provided by AOC.	The first 12 iterations of iCIS Juvenile data were addressed in 10 weekend conversions from November 2020 to May 2021. The twelfth iteration initiated real-time, 24/7 data transmission from iCIS to JOLTSaz. This live feed now includes juveniles placed on probation in Maricopa and all updates in iCIS to existing records in JOLTSaz.

PROGRAM	DESCRIPTION	FY 2021 ACCOMPLISHMENTS
		Completed enhancements to CASAaz as part of the continuing VOCA Grant.
		Enhanced Forms & Letters functionality in JOLTSaz.
		Built an elaborate Recommendation Matrix in JOLTSaz to establish criteria for Probation Officer recommendations regarding court dispositions.
		Developed a feed to NICS for juveniles on probation who turn 21 and should not be allowed to purchase a firearm or explosives.
		Provided the capability for county users to perform several types of data fixes in JOLTSaz that previously were not allowed and required sending Remedy tickets to the JOLTSaz team at AOC.
		Completed disaster recovery plans for Juvenile Probation applications.
Adult Probation Enterprise Tracking System (APETS)	APETS is a fully functional, adult probation tracking system for 2,211 users in Maricopa, Pima, and the rural counties. The application is written in PowerBuilder and contains 496 screens, 736 tables, and 89 reports. Centralized support is provided by AOC. APETS was originally developed by Maricopa County and implemented there in 2000. The rollout to the other counties began with Yuma County in 2004. The application was statewide by 2006. In 2011, APETS was upgraded from Informix to a SQL Server database.	Implemented an enhanced APETS Case Plan that allows statewide users to properly document Case Plan records in compliance with new Judicial Code requirements. Implemented an APETS fix build that enhanced several features, including the data feed cleanup feature for manually matching Averhealth drug results that didn't exactly match a client. Added Pima, Yuma, Mojave, Yavapai, and Navajo counties to the AOC/Averhealth drug testing interface in APETS. Upgraded SQL, Windows, and Office 365 software used by the APETS application and services. Completed detailed business requirements for Phase 3 of the PSA automated scoring project to enhance the accuracy of the auto-populated answers to the 9 PSA questions within JWI. Scheduled development to begin later in FY21. Designed, coded, and deployed APETS Data Dictionary web application available to all APETS users to better understand the APETS data and metadata.

PROGRAM	DESCRIPTION	FY 2021 ACCOMPLISHMENTS
Enterprise Architecture	This project focuses on developing enterprise wide software, methods, standards, guidelines, and expertise for the development, support and maintenance of technology solutions.	Maintained Administrative Case Event System (ACES) that facilitates unification of court case information received from disparate case management systems, each designated as the source of truth. Completed development work and implemented new AOC Document Service to provide documents of all the courts to requesting applications like eUniversa, eAccess, eBench, Protective Order Module, etc. Completed development work and implemented a new e-Mail Notification Service which can be used by any application. Continued to provide DevOps continuous integration/ continuous delivery services for AOC-developed applications. Continued supporting the release management process for eUniversa, eAccess, amd eBench. Continued to provide technical training, coding standards, guidelines, and support to AOC application development staff.
Office 365/Desktop Productivity Training and Support	This includes the many activities required to support existing applications and desktops statewide: training, help desk, and field support staff activities and projects.	Successfully upgraded all AJIN devices statewide to the 20H1 Build of Windows OS and the 2002 Build of Office 365 to remain compliant with Microsoft's release and maintenance schedule. Successfully rolled out TEAMS to all AJIN devices to replace Skype and improve communication and collaboration Transitioned all AJIN users to 2FA to meet increased security requirements. Successfully transitioned AOC employees to the use of SharePoint from on-premise file servers for better access and collaboration of documents. Refreshed over 1600 devices, including over 700 laptops, to enhance remote work needs. Implemented close to 30 PowerBI interactive data dashboards located on azcourts.gov that provide critical data to the public.

PROGRAM	DESCRIPTION	FY 2021 ACCOMPLISHMENTS
		Successfully upgraded all AOC-issued mobile phones to ensure devices remain supported and secure.
Internet Public Interactive Service	The Public Access to Court Case Information is an Internet site for the public to look up case information from 153 Arizona courts. It includes most criminal, civil, and traffic cases.	In FY21 public access statistics are:

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Page Views	46,758,049
Visitor Sessions	1,965,471
Average Visitors / Hr	224

The Supreme Court's website had **10,918,638** page views* generated by **3,387,031** visits during the fiscal year. Statistics for the AJB Web site for the year were:

Page Views*	10,918,638
Visitor Sessions	3,387,031
Average Visitors / Hour	241

The three most popular areas on the website remain Defensive Driving, the Child Support Calculator, and Court of Appeals Division 1 pages. Additional functionality was also developed and implemented during the year.

*Page Views are the standard for measuring web activity. One page view will generate approximately 15 to 50 "hits."

PROGRAM	DESCRIPTION	FY 2021 ACCOMPLISHMENTS
Appellate Court Automation	Appellamation is the state standard appellate case, calendaring, and financial management system, providing electronic filing (case initiating and subsequent filings with fees) for all case types, electronic case record transfer from lower courts, document management integrated with OnBase, document production, automatic case statistics and appellate CourTools. Appellamation was designed to replace three separate and incompatible systems previously used. The Supreme Court and the Court of Appeals Division One use Appellamation.	Provided operational case management, document management, and electronic filing support to the Supreme Court and Court of Appeals, Division One. This included the development, testing, and deployment of multiple CMS software patches which included bug fixes and minor enhancements. Appellamation efforts focused on data exports to support JTI case management system development and testing. The JTI system is slated to replace Appellamation in October 2022. JTI work focused on: 1. Case structure configuration for all case type; 2. Financial case structure configuration; 3. C2C and CiteLink interfaces; 4. Requirements gathering for workflows, system automation, and e-filing; 5. Data mapping for conversion; and 6. Completion of data conversion, development, test, and production environments. Continued participation in the development of international electronic filing standards through OASIS LegalXML Electronic Court Filing Committee.
Certification & Licensing	CLD Online is an Internet application created for the AOC's Certification & Licensing Division. It works in conjunction with CLD business applications to process certification renewals and fee payments via the Internet.	Performed migration tasks for new MST (Salesforce) application for online renewal forms application and Certification Management System for licensed document preparers, fiduciaries, court reporters, and defensive driving schools/instructors.

PROGRAM	DESCRIPTION	FY 2021 ACCOMPLISHMENTS
Various AOC Internal Accounting, Finance and Payroll Applications	The AOC maintains budget, accounting, and personnel records for the AOC and the Supreme Court.	Re-engineered the Reconciliation Report application used as an interface between AOC's New World system and ADOA's AFIS financial system onto a SQL Server and .net platform. Performed annual maintenance tasks and maintained ad hoc reports for New World financial management system. Provided assistance to Mesa and Gilbert courts with testing and implementing FARE interface. Built and implemented the FARE dashboard interface for all AJACS GJ courts as well as for Maricopa and Pima Superior courts. Completed ERR&D data purge from data warehouse for additional AZTEC courts.
AOC Project Management Office	The Project Management Office (PMO) provides best practices and oversees project-related processes with a goal of delivering automation improvements within scope, on time, and on budget.	Migrated from Project Server 2013 on premises to Project Server On-Line in the cloud. Continued tactical and strategic planning model for project milestone and resource management planning, providing for a regular review of an enterprise-level project impact analysis. Improved project management process, guidelines, and templates as processes matured. Continued project portfolio reporting necessary to obtain an integrated perspective of project management capability. Continued monthly, all-day planning meeting to coordinate project resources. Provided leadership and direction in the area of contract management. Provided project manager role for certain enterprise projects.
Statewide Case Management Systems	Maintain and enhance the case management system (CMS) that supports general jurisdiction (GJ) and limited jurisdiction (LJ) courts.	Continued writing and running mission-critical test scripts along with test scripts for all new business requirements. Continued to enhance AJACS through bug fixes, change and enhancement requests, as well as thorough functional testing.

PROGRAM	DESCRIPTION	FY 2021 ACCOMPLISHMENTS
		Maintained AJACS as a production application in all 13 counties outside of Maricopa and Pima. Developed the following improvements to AJACS and new functionality: 1. LJ AZTEC web application to access legacy data not converted to AJACS to allow legacy AZTEC databases to be decommissioned. 2. Migrated all GJ and LJ SSRS Reports from 2012 to 2017; upgraded 3rd party toolsets for .net framework, Atalasoft, and log4net. 3. SSN MVD retrieval interface statewide to increase TIP collections. 4. Small claims tickler enhancements. 5. Improved Protective Order Case Transfer functionality and reporting of amendments and clerical corrections to AZPOINT. 6. Functionality to require attorney bar numbers to be recorded based on attorney type. 7. FARE auto assignments in LJ courts based on certain criteria. 8. Proposed Order integration with eBench. 9. Work queue usability enhancements. 10. Performance improvements including memory leak fixes. 11. Administrative overwrites ("admin module") for converted cases to correct bad data without database scripts. 12. Prop 207 /expungement functionality to mark a charge as expunged and hide it from public access. 13. Warrant and protective order form updates driven by legislation. 14. Improved GJ e-filing error handling and clerk review enhancements. 15. Report updates based on user group feedback including the quarterly report of submitted matters and probation reports. 16. Automated extract to report cases eligible for online dispute

PROGRAM	DESCRIPTION	FY 2021 ACCOMPLISHMENTS
		resolution to an SFTP site for vendor to pick up. 17. Configuration to support Family Law cases, both subsequent and new case filings. The LJ AJACS User Group held its inaugural meeting May 19. Subsequent meetings were scheduled quarterly. Membership includes the field trainer and two additional court representatives that will speak/act on behalf of all the county courts regarding system enhancements, bugs, training, testing, etc.
EDMS & Central Document Repository (CDR)	Electronic Document Management includes the processes and environment where documents are created, stored, managed, located, retrieved, and viewed electronically. Electronic documents and records replace traditional media (paper). Electronic documents are and will be used in the day-to-day business of the court, by court staff, other justice-related agencies and the public. The CDR is an enterprise-centric repository of court case-related documents collected from independent document management systems throughout the state in a federated approach.	Consolidated the Coconino Clerk's documents and processes from the county's OnBase system into the statewide system hosted at the AOC. Continued to replicate documents from local systems into statewide repository for disaster recovery and public access and to further replicate those to the OBPROD statewide repository in support of 11 GJ clerks' consolidation of their local OnBase systems into the AOC's OnBase environment. Executed various configuration changes within technical re-architecture to enable high availability and load balancing as OnBase traffic increased throughout the year. **AJACS LJ EDMS** Though scanning hardware and training was provided with their AJACS conversion, most LJ courts opted not to become paperless at that time. However, following a Court Services Division communication in October 2020 regarding e-Access, several courts asked how to become more paperless and how to utilize EDMS, document imaging, and more of AJACS' automated functionality **AJACS Forms Usage/Modifications** • Created training videos and documentation for forms modifications to encourage LJ AJACS courts to fully utilize the automatically generated forms/documents. This paper scanning process is

PROGRAM	DESCRIPTION	FY 2021 ACCOMPLISHMENTS
		significantly reduced once the court utilizes more of the AJACS automated documents • Offered assistance any courts required to modify standard AJACS forms (exceptions are Warrant forms, Protective Order forms or Appeals forms) to include any local verbiage they require. **Electronic Signatures** Began exploring a web-based electronic signature application that can be utilized obtain a document signature from a party not present in the court. Once routed the court it can then be uploaded back AJACS and associated to the proper Judges can sign directly on document if they choose, using a touchscreen m provides tablet functionality
AZTurboCourt Electronic Filing	A e-filing application through which court users create and submit case filings to a growing set of Arizona courts.	AZTurboCourt had a total of 292,612 e-filed submissions. as well as 3,500 print forms completed. Support Services handled 9803 calls regarding e-Filing (both TurboCourt & eFileAZ). AZTurboCourt continues to provide civil case type e-filing support in all 15 counties of the Superior Court.
eUniversa Statewide e-Filing	A central online portal through which court users create and submit case filings to a growing set of Arizona courts using a number of qualified vendor service providers. eUniversa provides civil case, case-initiating and subsequent submission e-filing support in all 15 counties of the Superior Court. AZTurboCourt now redirects civil case type e-filing submissions through the eUniversa Electronic Filing Manager (EFM).	Implemented a "Quick & Dirty" eFiling initiative to provide the public with the means to engage courts via e-filing without having to physically visit the court. This first phase supports subsequent e-filing Criminal, Juvenile Delinquency, Family, Probate, and Guardianship cases in the Superior Court. Made improvements to the user interface and user experience. Began work to collect filing fees in Family, Probate, and Guardianship cases via e-filing and Family case type case initiation. Began exploring system-to-system Criminal case type subsequent submission e-filing with the public defender in the Superior Court in Pinal County using their newly acquired Aeon Nexus CMS. Investigated support for Mental Health case type case initiation and subsequent submission support. LJ e-filing requirements specifications were ratified in 2020,

PROGRAM	DESCRIPTION	FY 2021 ACCOMPLISHMENTS
		but continued to change due to COVID-19-related changes in court rules and state statutes. Initial development of LJ e-filing was scheduled for FY 2022. Delivered an initial eUniversa build of Appellate Courts e-filing for the Arizona Supreme Court and Court of Appeals Division One. This new e-filing solution is slated to integrate with the Journal Technologies, Inc. (JTI) eCourt CMS. eUniversa received a total of 152,678 efiled submissions of which 97,962 were Criminal cases.
Judge Automation	Judge Automation provides a judicial decision support system designed to automate paper processing in a manner that will enable judges to review and create electronic case documents and information contained in the court's case management system for rapid decision-making.	Continued eBench support for judges and judicial staff in 14 of 15 Superior Court locations with e-filing integration in 13 of the 14. Deployed new build in May of 2021. **Judge Usage of LJ AJACS** Continued to engage with several courts, Flagstaff Municipal primarily, to work through system workflows and functionality that automates judicial activities within AJACS. Discussed and coordinated several AJACS enhancements based on this collaboration. Several judges contributed suggestions based on their use of the system. Plans were made for a Judge Automation Focus Group to continue assessing business requirements and needs with a goal of having some enhancements identified for the next AJACS release (Fall 2021).
Public Access to Case Data and Documents	Public access maximizes efficiencies offered by technology to reduce demands on court resources, permits court staff to concentrate on core functions, and improves customer service system-wide by making access to case information more convenient for attorneys and other individuals and organizations, including government users. The AOC provides an online public access web portal to Arizona court case documents, information on individual court cases, bulk court data, and customized court data reports on a subscription or per-transaction fee basis.	Added Pima County documents to now support Criminal and Civil case types in all 15 Superior Court locations. e-Access had 30,218 documents purchased and 20,747 subscribers in FY 2021.

PROGRAM	DESCRIPTION	FY 2021 ACCOMPLISHMENTS
Two-Fingerprint Identification	The two-fingerprint identification (2FID) mobile device electronically validates existence of a defendant's fingerprints in the Automated Fingerprint Identification System (AFIS) and whether an AFIS Record Number (ARN) exists. A positive response indicates to the court that the defendant's fingerprints were taken previously. A negative, "no ARN hit," response informs the court the defendant must be sent for fingerprinting at a booking facility. Phase 1 standardizes the last page on the sentencing order for the fingerprint enabling all AJACSs courts to submit high quality prints to Arizona Dept. of Corrections following sentencing. Phase II verifies the person being sentenced is charged correctly and has prints on file for the specific charges being sentenced.	Began piloting new enhancements in the MOBS application in coordination with DPS, Mohave Superior Court, and ACJC. The pilot identified • Persons sentenced have 10 prints for charges they are being sentenced for and • DPS is seeing the transactions processed to verify the application is working correctly. Risks identified included: • Court may not have the offense or arrest date. • Query is not providing accurate results. • Wrong data is entered into the MOBS application during sentencing.
AZPOINT	The Arizona Administrative Office of the Courts and the Arizona Criminal Justice Commission partnered to build an electronic system—the Arizona Protective Order Initiation and Notification Tool (AZPOINT) —to assist domestic violence victims in applying for orders of protection, courts in processing the protective order cases, and law enforcement agencies and constables in serving issued orders on defendants, notifying victims of the status of their orders, and transmitting the proof of service quickly and efficiently back to the courts.	The AZPOINT web sites launched on 01/01/2020 and AZPOINT Petition web application allowed the public to complete a petition via the web when COVID hit, where prior to AZPOINT this was a paper-only process. AZPOINT enabled a complete end-to-end paperless process for requesting, issuing and servicing a Protective Order.
CCR (Central Case Repository)	The central case repository (CCR) is a SQL database that replaces the legacy Informix Data warehouse. CCR is intended to become the State's central repository of case management system data to be used by many business applications, both external and internal, belonging to the courts and the justice community.	CCR is currently in production receiving data from 12 case management systems into Stage for processing to Base then finally submitted to CPOR for AZPOINT use.
Digital Evidence Portal	In response to unique challenges related to receiving, retrieving, accessing, formatting, converting, and retaining digital evidence as well as protection and disposition issues, AOC contracted with Thomson Reuters for a digital evidence portal that provides a standard solution for the submission, management, and storage of trial court evidence. The	Began work to implement the use of the digital evidence portal supporting over 500 multimedia formats in three Superior Court location; Maricopa, Mohave and Pima, as well as two limited jurisdiction courts; Scottsdale City Court and Glendale City Court.

PROGRAM	DESCRIPTION	FY 2021 ACCOMPLISHMENTS
	digital evidence portal gives judges, court staff, and litigants an efficient and fully digital platform to submit and share evidence and exhibits for virtual and in-person court hearings and trials.	Scheduled the first live hearing using the portal for June in Mohave County.

LOCAL COURT ACCOMPLISHMENTS – CY2020/2021

This is a summary of the accomplishments provided in each county-level IT plan that was updated during this planning cycle. In an effort to reduce workload and impact to court staff in the continuing difficult economic climate, rural Superior Court Administrators have been authorized to provide updates every other year. Please refer to the most current individual plans in Appendix D for more detail.

COCHISE COURTS	• Clerk of Court implemented FARE and moved to AOC-hosted OnBase system, freeing up local server resources and improving response times. • Installed remote court reporting solution in final superior court courtroom, updated audio/video systems in three courtrooms, and implemented speech-to-text solution for remote court reporters. • Successfully converted analog surveillance cameras to digital and upgraded recording system for superior court. • Updated court websites hosted by County IT to include latest forms and court services.
GRAHAM COURTS	• Superior Court integrated video equipment into courtrooms and enabled virtual appearances via Zoom as a response to COVID-19 restrictions. • Continued implementing structural and system changes to meet physical security standards in the limited jurisdiction courts; added video surveillance equipment within superior court courthouse. • All limited jurisdiction courts successfully completed data conversion activities and implemented the AJACS case management system. • Both municipal courts improved their local web resources to better serve the public.
GREENLEE COURTS	• Increased physical security and installed plexiglass COVID shields at courts throughout county. • Adopted Zoom for meetings and trainings during the pandemic. • Also used Zoom and conference calls to provide interpretation services remotely. • Consolidated clerk's OnBase EDMS into AOC-managed system in Phoenix. • Updated court webpages maintained on county website.
LA PAZ COURTS	• Tackled multiple statewide projects: OnBase consolidation at AOC, eFiling expansion, Jury+ WebGen upgrade, and implementation of juror debit cards. • Completed numerous enhancements to obtain full compliance with court security directives, including additional security cameras and hiring court security personnel. • Made numerous technology enhancements to address pandemic response: additional laptops and scanners, video court, courtroom audio/video installation, mobile phone twinning, and digitizing evidence. • Superior court clerk's office and Salome Justice Court went paperless. • Salome Justice Court hired Spanish interpreter and made available to all courts in county.

MARICOPA COURTS	• Continued development of various modules for the iCIS Next Generation case management system but pivoted to remaining Classic screens to address IE11/ASP technology risk, implemented Court Connect Virtual Justice Platform to enable court hearings to continue electronically during COVID, completed the first phase of tracking water cases electronically. • Completed numerous infrastructure enhancements, integration projects, and administrative projects for various departments of the superior court. Successfully migrated court data center to Phoenix Iron Mountain and began 2FA rollout using YubiKeys. • Justice Courts completed numerous COVID-response projects including formation of a jump team, e-Signature, and re-invigorating e-filing. Provided courts the ability to electronically quash warrants and to receive quash confirmations. • Clerk's Office implemented case initiation e-filings in Civil cases, migrated to Office 365, deployed work-from-home computers for over 350 staff for pandemic response, and integrated Google Assistant to the core AI, IBM Watson. Implemented online payments, including RFR and Billing and Deferral, through a partnership with Point & Pay. • Chandler enabled e-mail filing of motions, remote appearances, and e-signature in response to pandemic; integrated nCourt payment system into CMS, and began effort to redesign website from information only to a service delivery mechanism. • Gilbert obtained COT exception for scanning in FullCourt CMS, completed FullCourt-FARE integration, implemented remote appearances and notifications for in-courtroom appearances, and added multi-factor authentication for all court personnel. • Glendale transitioned to virtual proceedings in response to COVID-19, expanded public-Wi-Fi coverage, and upgraded its web payment portal. • Mesa continued restoring and enhancing eServices, completed FARE-related development and testing, enhanced CMS interfaces, expanded courtroom technology, and launched public streaming audio site. • Paradise Valley installed a self-service kiosk, implemented a virtual desktop infrastructure with 2FA, and both expanded and upgraded its court surveillance/monitoring system. • Phoenix continued CMS Web Upgrade multi-phase project, completed jury center A/V refresh and open records scanning for AZPOINT, deployed laptops to remote workers during pandemic. • Scottsdale enabled remote attendance with livestream of audio from courtroom, implemented real-time disposition reporting to MVD, and installed touchscreens at clerk windows for signature. • Tempe made numerous CMS changes to accommodate MVD and legislative changes, implemented MFA, supported pandemic-related remote work and virtual proceedings, refreshed court computers, and updated courtroom audio/video
MOHAVE COURTS	• Built out new Mohave County Superior Court Courthouse including 7 courtrooms, 4 jury rooms, and 2 conference rooms. • Installed greeting solution to assist customers to locate hearing room and time in English and Spanish. • Provided award-winning, remote systems for jury and grand jury participation. • Adopted debit cards for juror payments. • Expanded text messaging system to perform juror notifications.
NAVAJO COURTS	• Tackled multiple significant statewide projects: AJACS rollout in limited jurisdiction courts, OnBase centralization to AOC, and 2FA rollout. • Migrated all non-case administrative records to OneDrive, increasing searchability among staff. • Provided alternatives to in-person court access and in-office work as part of COVID-19 pandemic response.

PIMA COURTS	• Completed numerous projects to address post-pandemic needs for remote work and remote attendance of court proceedings; added new Agave case type in support of the pandemic; added to operational and time standards dashboards using PowerBI. • Completed remediation on Conciliation Court's Microsoft Dynamics CARDS system; supported JOLTSaz upgrade to SQL 2017. • Completed 2FA implementation for entire court staff to reduce security risks, performed numerous upgrades to mitigate vulnerabilities of legacy technologies and products; implemented "always-on" VPN technology for secure remote work. • Clerk added Criminal case type to existing e-filing software suite to address pandemic needs, made several Criminal and Civil case types available to eAccess, deployed public access terminals for clients in need of AZPOINT access, and implemented 2FA for a pilot group. • PCCJC made numerous COVID related business changes, moved primary data center, and established a hot backup site. Local solutions exist for bench automation, eWarrant, and data analysis/reporting.
YUMA COURTS	• Upgraded JAVS audio/video system in all Yuma Justice Center courtrooms. Replaced docket display system. • Participated in Probation and ACAP laptop refresh effort. • Began rollout of two-factor authentication to all court employees beginning with superior court and JP#1. • Made network, infrastructure, and application changes for AZTECH High School at Juvenile Compound. • Completed effort to digitize and verify court reporter notes. • Implemented data replication / backup facility in Wellton.
APPELLATE COURTS	• Supreme Court continued work on a new case management system with a vendor, implemented numerous changes to address the pandemic, including oral arguments via WebEx; and implemented two-factor authentication. • Division One implemented numerous changes to address the pandemic, including remote oral arguments, e-Exhibits, and electronic orders from chambers, and implemented numerous improvements to disaster recovery and ransomware preparedness. • Division Two implemented numerous changes to address the pandemic, including relocating computers for public access, adopting AnyConnect VPN, and conducting oral arguments via WebEx; cross-trained personnel for continuity of operations; and enhanced password management while applying 2FA to all staff.